



IOT Distributed Services
SLA Compliance
Enterprise Level Agreements
For May 2011

Service Level Agreement

Target Performance

Current Performance

Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds	91%	
Call Abandonment Rate	Less then 5% Abandoned	3%	
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	99%	
Email Response Rate	98% Response within 1 business hour	100%	
User Sampling Survey	95% Of Satisfied Customers	97%	
Resolution Of Incidents On Time - GMIS	80% Calls Resolved Within 24 Business Hours	93%	
Resolution Of Incidents On Time	90% Calls Resolved On Time (By Grouping)	97%	

Account Management (general)	8 Business Hours	99.6%		4177
Applications	16 Business Hours	96.8%		1709
Data Management	32 Business Hours	96.8%		189
Database	32 Business Hours	97.4%		77
Hardware	40 Business Hours	96.6%		1663
Operating System	24 Business Hours	97%		68
Telecomm	12 Business Hours	99.5%		449

Major Issues

VPN Upgrade

Network Availability

CAN Availability (Campus Area)	99.9% Availability	100%	
Dial-Up Availability	99.9% Availability	100%	
Switch Availability	99.9% Availability	99.9%	
VPN Availability	99.9% Availability	100%	
WAN Availability (Remote Sites)	98.9% Availability	99.7%	

Server and Storage Administration

Overall Average Windows Server Availability				99.9%	
Citrix Server Availability	99.9% Availability	100%			
E-Mail Server Availability	99.9% Availability	100%			
Shared File Server Availability	99.9% Availability	99.9%			
SQL Server Availability	99.9% Availability	100%			
Web/App Server Availability	99.9% Availability	100%			
Overall Average Mainframe Availability				99.9%	
IBM Mainframe Availability	99.9% Availability	99.9%			
IMS Region Availability	99.9% Availability	99.9%			
DB2 Connect Availability	99.9% Availability	99.9%			

Account Management

Disable Network Account Requests	Disabled Within 4 Business hours (98.0%)	167	99.4%	
New Network Account Requests	Creation Within 2 Business Days (99.0%)	826	99.8%	

Field Operations

New Workstation Installation	Installation Within 5 Business Days (98.0%)	24	100%	
Peripheral and Software Installation	Installation Within 3 Business Days (98.0%)	367	98%	

- In compliance
- Within Tolerance
- Out of compliance
- Insufficient data available this month

Run Date 6/6/2011